

Policy Solutions to Improve Access to Substance Use Services

August 14, 2018





Help!

Call to commercial insurance carrier

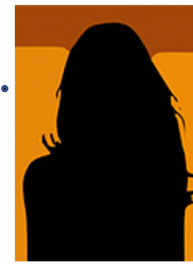
Young woman addicted to heroin. Insurance denies coverage and parents accumulate \$85,000 in debt to pay for treatment that they thought would be covered by insurance

Denied residential treatment because she "was active in her recovery" but when failing outpatient treatment told "not motivated enough" for residential treatment"

Barriers

- No uniform criteria for approving care
- Appeal process not timely
- Lack of treatment options and long wait times

Help!



Enters treatment

Young mother with opioid addiction struggles with multiple relapses and dies of an overdose immediately following release from jail

Kicked out of treatment due to positive urine and loses custody of her son. After multiple attempts to find treatment, goes to jail and overdoses upon release

Barriers

- Treatment provider able to discharge someone for symptoms of her illness
- Lack of availability of medication assisted treatment
- Ordered to jail rather than to treatment
- No transition services upon release from jail
- No entity responsible for coordinating care



Help!

Enters Crisis Stabilization Unit

Woman with serious mental illness wants to go back on medications and has recently used methamphetamine. She is turned away from crisis stabilization because of drug use

Not able to remain at crisis stabilization unit; told to stay clean for 5 days and come back or go to detox

Barriers

- Crisis system not able to serve someone under influence of substances
- Lack of residential treatment beds
- No entity responsible to coordinate access to care

Help!



Taken to emergency department

Young man on mental health hold who is suicidal and also on methadone waits in emergency department for placement

In emergency room for 6 days; no designated mental health facilities able to accept someone on methadone

Barriers

- Lack of available designated facilities accepting people with substance use disorders
- Designated facilities can refuse people based on clinical characteristics or payer
- No easy way to identify bed availability without calling all facilities
- No entity responsible to coordinate access to care

Solutions

- System enhancements to ensure immediate access to care
- Expanded treatment capacity
- Strengthening and enforcing equal insurance coverage for mental health and substance use disorders as compared with physical health disorders

System Enhancements

- Call one number or walk-in to new or existing sites
- Screening to determine level of care is independent of any particular provider
- Referral for additional face to face assessment as needed
- Care coordination to help with other needs and be sure the person receives the services needed
- Real-time tracking of treatment availability including residential substance use beds, psychiatric beds, and medication assisted treatment capacity
- Coordination of services upon jail release from jail

Care Coordination

Contract for Care Coordination

- Individual seeking substance use services can call one number or walk-in and receive help they need when they need it
- System serves people regardless of who is paying for treatment
- System serves people as they are released from jail



Independent Screening

- Individual receives a screening to determine the level of care they need such as residential or intensive outpatient services
- Individual receives a face to face assessment if needed



Coordinate Care

- Coordination of care to ensure the individual receives the services needed based on screening or assessment

Capacity Tracking System

Capacity Tracking System must:

- Be mandatory for providers
- Connect with the crisis hotline
- Web-based

Tracker must capture the following information:

- Address and telephone number of the facility
- Admission and exclusion criteria
- Licensed and staffed bed/service capacity of the facility
- Ability to accept involuntary clients
- Payment options
- Number of beds/slots that are available
- Time of the last update by the facility
- Link to stable map for ease of use

#	Facility	city	Available Capacity	comments	Gender	Distance (miles)	Last Updated
View	St. Cloud Hospital	St. Cloud	0		All	18.44	3 hours ago
View	CBHH-Annandale	Annandale	0		All	33.93	14 hours ago -No Change
	CBHH-Alexandria	Alexandria	1		All	41.96	21 hours ago -No Change

Facility Detail Information

CBHH-Alexandria
1610 Eighth Ave. E.
Alexandria,MN 56308

Email: CentralPreadmissions@state.mn.us

Contact Information
Central Preadmissions
651-431-5337 or 866-966-2337
CentralPreadmissions@state.us.mn

Total Capacity: **16**

Service For	Available Capacity	Gender Restriction	Comments
Adult 18+	1	All	

Primary Service Area: **Central Minnesota**

Secondary Service Area: **State of Minnesota**

Referral Options: **To make a referral call central pre admissions at 1-866-966-2337. Fax: 1-866-633-4253.**

Who can get this service? **Adult 18+**

Patient Acuity: **Acute Inpatient Must be medically stable.**

Level of Care Offered: **Acute Inpatient**

Admission Requirements: **Contact Central Pre-Admission upon completion of Assessment of Need form: [Admission Form](#)**

Payment Options: **Medicare, Medicaid, Minnesota Care, Private Insurance**

View	Rice Memorial Hospital	Willmar	0		All	42.55	24 hours ago -No Change
----------------------	------------------------	---------	---	--	-----	-------	-------------------------

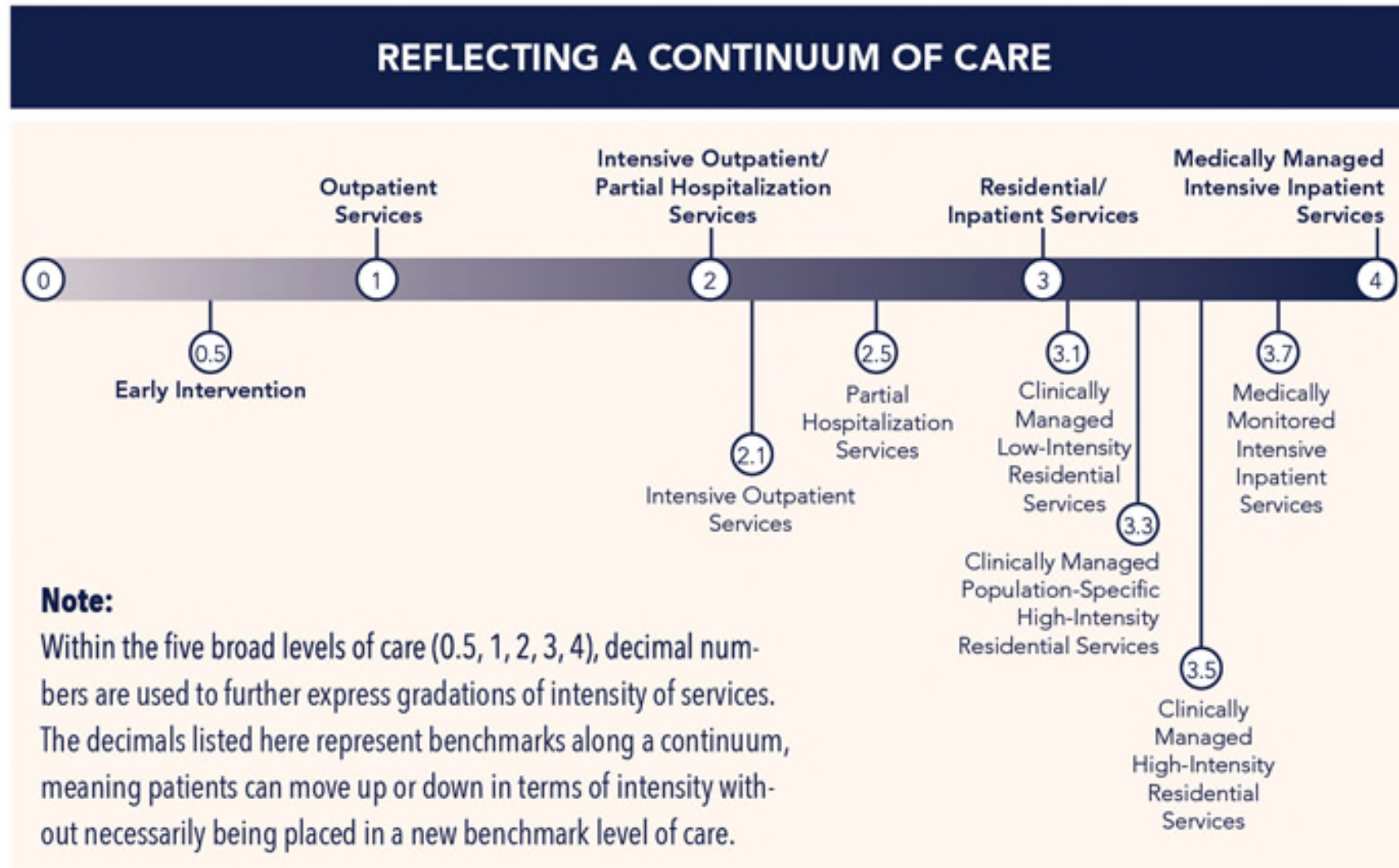
*Bed availability is not guaranteed. Please call before going to facility.

*No Change in the Last Updated column means there has been no change in bed totals since the last refresh.

Expanded Treatment Capacity

- Full continuum of services under Medicaid
- Standardized level of care criteria
- Intensive alternatives to residential
- Facilities that treat co-occurring mental health and substance use disorders
- No wrong door across crisis response system

Levels of Substance Use Treatment Services



Source: American Society of Addiction Medicine, <https://www.asam.org/resources/the-asam-criteria/about>

Equal coverage for substance use conditions

- Support Mental Health Colorado in enforcing and strengthening laws to ensure equal coverage for substance use and mental health disorders as compared with physical health disorders.

Questions?

Nancy VanDeMark, Chief of Strategy and Planning

nvandemark@mentalhealthcolorado.org

Lauren Snyder, State Policy Director

lsnyder@mentalhealthcolorado.org